TORQ Analysis of Dispatchers, Except Police, Fire, and Ambulance to Executive Secretaries and Administrative Assistants

INPUT SECTION:

Transfer	Title	O*NET	Filters			
From Title:	Dispatchers, Except Police, Fire, and Ambulance	43-5032.00	Abilities:	Importance LeveL: 50	Weight: 1	
To Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Skills:	Importance LeveL: 69	Weight: 1	
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1	

OUTPUT SECTION:

Grand TORQ:		88

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	92	Level	91	Level	81

Gaps To Narrow if Possible

Ability	Level	Gap	Impt
Written Expression	57	16	87
Written Comprehension	53	11	87
Oral Comprehension	60	7	87
Near Vision	55	7	72
Category Flexibility	48	6	59
Inductive Reasoning	48	4	56
Deductive Reasoning	51	1	59

Upgrade These Skills

Skill	Level	Gap	Impt
Active Listening	65	6	81

Knowledge to Add

Knowledge	Level	Gap	Impt
Clerical	85	30	86
English Language	63	21	84
Customer and Personal Service	70	20	74

LEVEL and IMPT (IMPORTANCE) refer to the Target Executive Secretaries and Administrative Assistants. GAP refers to level difference between Dispatchers, Except Police, Fire, and Ambulance and Executive Secretaries and Administrative Assistants.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants	Importance
Oral Comprehension	53	60	87
Written Comprehension	42	53	87
Written Expression	41	57	87

Description	Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants	Importance
Oral Expression	59	59	81
Speech Clarity	50	46	75
Near Vision	48	55	72
Speech Recognition	55	53	68
Problem Sensitivity	50	46	65
Information Ordering	53	53	65
Deductive Reasoning	50	51	59
Category Flexibility	42	48	59
Inductive Reasoning	44	48	56
Selective Attention	42	37	56
Time Sharing	44	42	53

Skill Level Comparison - Abilities with importance scores over 69

Description	Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants	Importance
Active Listening	59	65	81
Reading Comprehension	61	58	75
Time Management	56	56	71
Speaking	60	59	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants	Importance
Clerical	55	85	86
English Language	42	63	84
Customer and Personal Service	50	70	74

Experience & Education Comparison

Related Work Experience Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants
10+ years	0%	2%
8-10 years	0%	5%
6-8 years	0%	2%
4-6 years	5%	18%
2-4 years	20%	27%
1-2 years	31%	10%
6-12 months	10%	17%

Required Education Level Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants
Doctoral	0%	0%
Professional Degree	0%	0%
Post-Masters Cert	0%	0%
Master's Degree	0%	0%
Post-Bachelor Cert	0%	0%
Bachelors	0%	9%
AA or Equiv	0%	16%
Some College	21%	23%

3-6 months		0%	7%	Post-Secondary Certificate	0%	5%
1-3 months		0%	0%			
0-1 month		28%	0%	High Scool Diploma or GED	64%	44%
None		3%	8%	No HSD or GED	12%	0%

Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants
Most Common Educational/Training Requirement:	
Moderate-term on-the-job training	Moderate-term on-the-job training
Job Zone Comparison	
2 - Job Zone Two: Some Preparation Needed	3 - Job Zone Three: Medium Preparation Needed
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.	Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.	Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.	Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Tasks

Dispatchers, Except Police, Fire, and Ambulance

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Advise personnel about traffic problems

Executive Secretaries and Administrative Assistants

Core Tasks

Generalized Work Activities:

- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.
- Arrange for necessary repairs to restore service and schedules.
- Confer with customers or supervising personnel to address questions, problems, and requests for service or equipment.
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- Ensure timely and efficient movement of trains according to train orders and schedules.
- Monitor personnel or equipment locations and utilization to coordinate service and schedules.
- Order supplies and equipment, and issue them to personnel.
- Oversee all communications within specifically assigned territories.
- Prepare daily work and run schedules.
- Receive or prepare work orders.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- communicate technical information
- compile numerical or statistical data
- coordinate equipment or personnel in mechanical repair setting
- determine specifications
- determine work priority, crew or equipment requirements
- direct and coordinate highway transportation activities
- direct human or vehicle traffic
- evaluate importance of incoming telephone calls
- expedite freight movement

Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

Detailed Tasks

- explain traffic or transportation situations concisely
- fill out business or government forms
- identify best itinerary based on knowledge of routes
- maintain records, reports, or files
- maintain telephone logs
- make decisions
- manage inventories or supplies
- monitor public transportation system operation
- order or purchase supplies, materials, or equipment
- oversee activities related to dispatching, routing, or tracking transportation vehicles
- prepare reports
- provide customer service in surface transportation
- read maps
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- schedule activities, classes, or events
- schedule air or surface pickup, delivery, or distribution of product
- schedule employee work hours
- schedule facility or property maintenance
- take messages
- use computers to enter, access or retrieve data
- use local or regional geographical knowledge to transportation
- use telephone communication techniques
- use two-way radio or mobile phone

Technology - Examples

Aviation ground support software

- Bornemann Associates Flight Plan

- Sabre software

Customer relationship management CRM software

- Command Alkon COMMANDconcrete

- Digital Gateway e-automate

Data base reporting software

- Locomotive distribution software

Data base user interface and query software

- Database software

- Sky Scheduler software

Electronic mail software

- Email software

Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Technology - Examples

Enterprise resource planning ERP software

- TMW PowerSuite

Expert system software

- Computer aided dispatching auto routing software

- Rail Traffic Track Warrant Control System

Internet browser software

- Web browser software

Map creation software

- ESRI ArcIMS

- Geomechanical design analysis GDA software

Mobile location based services software

- Air-Trak Cloudberry

- Global positioning system GPS software

- Mobile data terminal MDT equipment

- Resource management software

- Situation resource tracking software

- Transportation management software

Office suite software

- Microsoft Office

Route navigation software

- Routing software

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- Call management systems CMS

- Desktop computers

- Voice over internet protocol VoIP systems

- Dispatch servers

- Personal computers

- Switch controls

- Centralized traffic control units

- Multi-line telephone systems

- Teletypewriters TTY

- Touch screen monitors
- Mobile radios
- Job dispatch and vehicle tracking systems

Labor Market Comparison

| Description	Dispatchers, Except Police, Fire, and Ambulance	Executive Secretaries and Administrative Assistants	Difference
Median Wage	$ 31,480	$ 38,830	$ 7,350
10th Percentile Wage	$ 22,760	$ 28,230	$ 5,470
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	$ 39,050	$ 46,250	$ 7,200
90th Percentile Wage	$ 51,640	$ 53,530	$ 1,890
Mean Wage	$ 34,430	$ 40,210	$ 5,780
Total Employment - 2007	870	3,330	2,460
Employment Base - 2006	798	3,533	2,735
Projected Employment - 2016	789	3,733	2,944
Projected Job Growth - 2006-2016	-1.1 %	5.7 %	6.8 %
Projected Annual Openings - 2006-2016	20	76	56

National Job Posting Trends

Trend for Dispatchers, Except Police, Fire, and Ambulance	Trend for Executive Secretaries and Administrative Assistants

Job Trends from Indeed.com

— Dispatcher — Executive Secretary Administrative Assistant
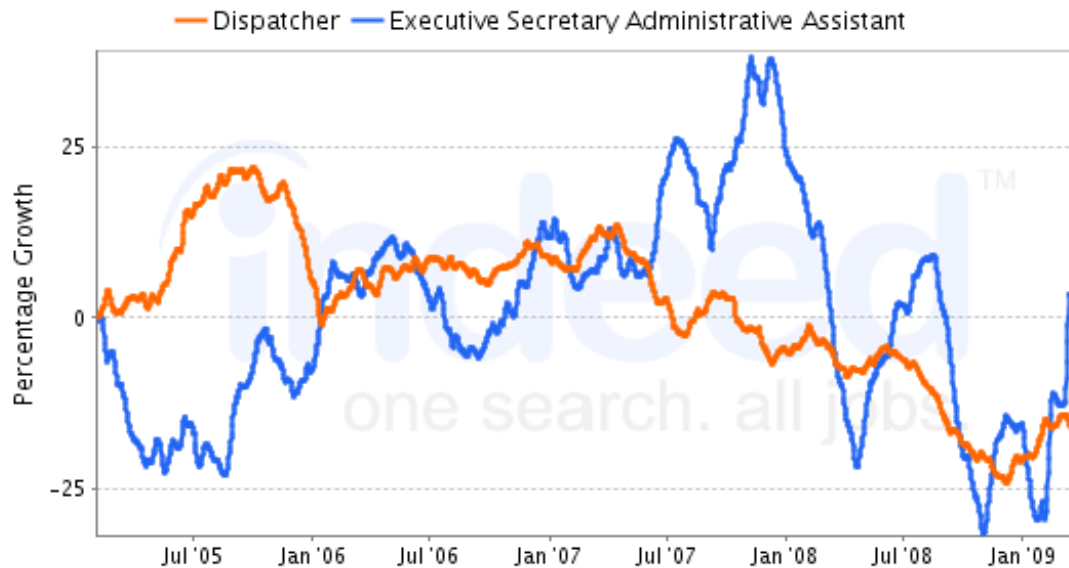
Data from Indeed

Recommended Programs

Medical Administrative/Executive Assistant and Medical Secretary

Medical Administrative/Executive Assistant and Medical Secretary. A program that prepares individuals to perform the duties of special assistants and personal secretaries for practicing physicians and nurses, health care facilities and services administrators, and other health care professionals. Includes instruction in business and medical communications, medical terminology, principles of health care operations, public relations and interpersonal communications, software applications, record-keeping and filing systems, scheduling and meeting planning, applicable policy and regulations, and professional standards and ethics.

Institution	Address	City	URL
Beal College	99 Farm Road	Bangor	bealcollege.edu
Wasington County Community College	One College Drive	Calais	www.wccc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Administrative Assistant/Secretarial Science, Gene

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu

Beal College	99 Farm Road	Bangor	bealcollege.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu

Executive Assistant/Executive Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Administrative and Secretarial Services, Other

Business Operations Support and Secretarial Services, Other. Any instructional program in administrative and secretarial services not listed above.
No schools available for the program

Maine Statewide Promotion Opportunities for Dispatchers, Except Police, Fire, and Ambulance

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5032.00	Dispatchers, Except Police, Fire, and Ambulance	100	2	870	$31,480.00	$0.00	-1%	20
43-6011.00	Executive Secretaries and Administrative Assistants	88	3	3,330	$38,830.00	$7,350.00	6%	76
43-5011.00	Cargo and Freight Agents	88	2	170	$40,360.00	$8,880.00	5%	5
43-3061.00	Procurement Clerks	87	3	0	$33,300.00	$1,820.00	-2%	5
11-3071.01	Transportation Managers	85	3	710	$62,270.00	$30,790.00	5%	25
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	$45,210.00	$13,730.00	-2%	21
43-9011.00	Computer Operators	84	3	230	$33,120.00	$1,640.00	-30%	4
13-1071.01	Employment Interviewers	84	3	610	$41,200.00	$9,720.00	10%	19

43-4011.00	Brokerage Clerks	83	3	270	$39,120.00	$7,640.00	-13%	8
13-1031.01	Claims Examiners, Property and Casualty Insurance	83	3	1,570	$49,360.00	$17,880.00	3%	44
43-5061.00	Production, Planning, and Expediting Clerks	83	2	1,320	$38,490.00	$7,010.00	-1%	35
43-6012.00	Legal Secretaries	83	3	1,300	$33,360.00	$1,880.00	5%	29
43-5051.00	Postal Service Clerks	83	2	580	$44,780.00	$13,300.00	-3%	13
13-2053.00	Insurance Underwriters	82	3	460	$56,090.00	$24,610.00	-1%	12
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	82	3	450	$36,790.00	$5,310.00	5%	13

Top Industries for Executive Secretaries and Administrative Assistants

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%

Top Industries for Dispatchers, Except Police, Fire, and Ambulance

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
General freight trucking	484100	14.30%	27,194	27,683	1.80%
Local government, excluding education and hospitals	939300	5.95%	11,323	11,448	1.10%
Specialized freight trucking	484200	4.76%	9,061	9,185	1.37%
Taxi and limousine service	485300	4.49%	8,533	8,564	0.36%
Plumbing, heating, and air-conditioning contractors	238220	3.76%	7,144	7,261	1.63%
Freight transportation arrangement	488500	3.31%	6,306	7,194	14.08%
Security systems services	561620	2.81%	5,339	6,453	20.87%
Support activities for road transportation	488400	2.69%	5,124	5,071	-1.04%
Couriers	492100	2.68%	5,093	4,925	-3.29%
Cement and concrete product manufacturing	327300	2.53%	4,816	4,705	-2.31%
Automobile dealers	441100	1.98%	3,771	3,850	2.10%
Cable and other program distribution	517500	1.89%	3,588	4,373	21.89%
Management of companies and enterprises	551100	1.87%	3,559	3,692	3.75%
Electrical contractors	238210	1.73%	3,293	3,107	-5.63%
Rail transportation	482100	1.58%	3,002	2,325	-22.54%